# C-5 TECHNICAL DESCRIPTION OF WORK

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5.1-004	Service Order (SO) Workload Summary
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## **C-5**

## TECHNICAL DESCRIPTION OF WORK

The work requirements described in this section are categorized into 12 different Functional Areas (Paragraphs 5.2 to 5.13). Paragraph 5.1 below presents workload projections, work management specifications, and other information which impacts all functional areas.

#### 5.1 WORK CLASSIFICATION AND MANAGEMENT

The following paragraphs: (1) define terms used to classify work; (2) provide information on the level of effort that will be required at Fort Lee in terms of workload and trade distributions; and (3) describe the way in which work will be received, managed and documented.

#### 5.1.1 WORKLOAD

Workload data is presented throughout this Contract to enable the Contractor to forecast the level of effort that may be anticipated during the performance of the required Public Works and Logistics functions. Workload data that is specific to a particular Functional Area is generally presented under *that* Functional Area. The following are some examples.

- Average number of Traffic Activity Reports generated per year and other transportation related information can be found under Installation Transportation Services (Functional Area 5.11).
- Average number of requisitions per year and other supply related information can be found under Base Supply Service (Functional Area 5.12).
- Roads to be swept, areas to be mowed, schedules of preventive maintenance requirements will all be found at the appropriate Functional Area level.

Maintenance and repair tasks will be documented through Standing Operating Orders (SOOs), Service Orders (SOs), Individual Job Orders (IJOs), and Work Orders (WOs). Since these orders contain workload data which generally applies to more than one Functional Area, they are described below.

## 5.1.1.1 Standing Operating Orders (SOOs)

Standing Operating Orders (SOOs) represent work that is performed on a recurring basis, such as the daily operation of boilers, daily testing of water, monthly inspections of lift stations, quarterly preventive maintenance of HVAC units (e.g., filter replacements), and annual cleaning of cooling towers. SOO work is described under SCHEDULED TASKS in Functional Areas 5.2 through 5.9. Scheduled work requires the preplanning of resources resulting from a known requirement and encompasses the scheduling and execution of specific tasks. SOOs will be approved on DA Form 4283 and issued on DA Form 4284. Contractor execution of SOOs will be pre-approved by the COR following the review of Contractor work plans and schedules.

To enable the Contractor to estimate workload for preventive maintenance requirements and other scheduled task requirements, lists of installed serviceable equipment by building can be found in Technical Exhibit 5.1-001 (HVAC equipment), in Technical Exhibit 5.1-002 (electrical equipment), and in Technical Exhibit 5.1-003 (plumbing equipment). These lists are representative of the total current inventory; however, actual inventory may differ somewhat upon contract commencement and over the contract term. Frequency requirements for preventive maintenance and other scheduled tasks are presented at the Functional Area level, as applicable.

## 5.1.1.2 Service Orders (SOs)

Service Orders (SOs) represent work performed that is corrective in nature (e.g., repairs, modifications, and replacements) as well as those related services not generally considered to be a maintenance activity. SOs, therefore, are not known in advance. Examples include minor electrical, carpentry, and plumbing repairs; moving furniture; locating utility lines; responding to pest sightings; and trimming trees following a heavy storm. SO work is described under UNSCHEDULED TASKS in Functional Areas 5.2 through 5.9. SOs are issued on DA Form 4287 or equivalent computer-produced facsimile or printout. An SO may be initiated by the COR, by a customer via the Service Order Desk (see Paragraph 5.1.2.2 for more information), or by the Contractor upon identification of a need for a corrective action.

Based on historical data, the number of Service Orders projected per year is 28,000. The distribution of SOs by priority and the distribution of SOs by craft is presented in Technical Exhibit 5.1-004.

To be classified as SO work, the task will not be expected to exceed 24 employee-hours of labor or \$1,000 in materials, supplies, or other non-labor costs. If either the labor hours or the cost is expected to exceed these thresholds, the task will be classified as an Individual Job Order (IJO). An SO can involve multiple crafts such as both electrical and carpentry work and can involve more than one related task at a common work site. The Government will determine SO types and priorities according to the priority classifications in Technical Exhibit 5.1-005. The Government reserves the right to reclassify SOs, as it deems necessary. The Contractor shall respond to SOs in accordance with the following guidelines:

5.1.1.2.1 Emergency (Priority 1) SOs. Service orders are classified as Emergency (Priority 1) SOs when immediate action is required to eliminate life threatening or serious injury hazards to personnel, prevent loss or damage to Government property, ensure security of sensitive Government property, restore essential services, or respond to command priorities. The Contractor shall respond to Priority 1 SOs within 30 minutes after being notified during normal business hours (0700 to 1700 hours, Monday though Friday) and within one hour during non-business hours. The Contractor shall complete all work on Priority 1 SOs within 24 hours of the request. However, once the emergency is arrested, the Service Order Desk(if notified) may reclassify the SO priority to a Priority 2 or 3, in which case the Contractor shall complete the work in accordance with Priority 2 or 3 requirements stated below.

- 5.1.1.2.2 Urgent (Priority 2) SOs. SOs are classified as Urgent (Priority 2) SOs when the failure in service does not immediately endanger personnel or property, but would soon inconvenience and/or affect the security, health, or well-being of personnel. Priority 2 SOs are also those that correct a condition which could become an emergency, respond to a command emphasis, or aid an activity in accomplishing its mission. The Contractor shall respond to Priority 2 SOs within four hours of being notified. All work shall be completed within seven calendar days of the request. If further labor and material are required to complete the SO, the Service Order Desk (if notified) may reclassify the SO as a Priority 3 (or Routine) SO.
- 5.1.1.2.3 Routine (Priority 3) SOs. SOs are classified as Routine (Priority 3) SOs when the work does not qualify as Emergency or Urgent. The Contractor shall complete Priority 3 SOs within 30 calendar days of the request.

## 5.1.1.3 Individual Job Orders (IJOs)

Individual Job Orders (IJOs) represent project-oriented work such as repairs, modifications, replacements or installations that exceed the thresholds defined above for a service order. IJOs can vary significantly in nature and scope and may involve multiple crafts and locations. IJO work is described under UNSCHEDULED TASKS in Functional Areas 5.2 through 5.9. An IJO may be initiated by the COR, by a customer, or by the Contractor upon identification of a need for a corrective action. An IJO is initiated by completing DA Form 4283-1 (CDRL 501R001) and submitting it to the Production Control Branch for approval, assignment of priority and scheduling. The maximum cost of an IJO shall normally not exceed \$100,000 for this Contract, unless otherwise approved by the Contracting Officer.

Based on historical data, the total number craft hours for Individual Job Orders projected per year is 10,900 hours with total material costs of \$244,300. The distribution of IJOs by craft is presented in Technical Exhibit 5.1-006.

#### 5.1.1.4 Conversion of SOs to IJOs

If the Contractor anticipates that either the 24 employee-hours or \$1,000 materials threshold will be reached during corrective operations while working on a service order, the Contractor shall notify the COR. In the case of a Priority 1 SO, the Contractor shall continue work until any emergency condition has been arrested or the urgency of the work has been reclassified to a Priority 2 or 3. Pending COR approval, the SO may be converted to an IJO and all hours and costs originally charged to the SO as well as any additional hours and costs, must be charged to the new IJO. The original SO will be canceled.

## 5.1.1.5 Work Order (WOs)

Work Orders (WOs) represent all work performed by the Installation Maintenance Division. WOs include, but are not limited to, preventive maintenance, repairs, modifications, or assembly replacement for tactical and non-tactical vehicles and equipment. Examples include the inspection, diagnosis, and repair of engines, welding and fabrication of components, repair of small arms, and electronic communications equipment. WO type tasks apply only to Functional Area 5.13, Materiel Maintenance. WOs are issued on DA Form 2407, 2404 when submitted by an active military unit, or an equivalent computer-produced facsimile or printout.

A WO may be initiated by the COR, by an authorized customer via the Customer Service Center (see Paragraph 5.13 for more information), or by the Contractor upon identification of a need for a corrective action.

Based on historical data, the number of Work Orders projected per year is 7,900. The distribution of WOs by craft and job size is presented in Technical Exhibit 5.1-007.

All Maintenance Division jobs must be accompanied by a work order. There are no thresholds that limit the number of employee-hours of labor or material costs under a WO. All WOs are classified by priority of need by the customer and are subject to verification by a technical inspector. These priorities are defined in DA PAM 710-2-1, however, the Government reserves the right to reclassify WOs as it deems necessary.

#### 5.1.2 WORK CONTROL

#### 5.1.2.1 Service Plan

Within ten working days after Contract award, the Contractor shall submit to the COR a Service Plan (CDRL 501R002) organized by Functional Area. The Service Plan shall describe services to be performed and their frequencies as reflected by this Contract, standard operating procedures, and proposed staffing. The Contractor shall conform with established military priorities for supply in the development of the Service Plan. As part of the Service Plan, the Contractor shall submit detailed management plans for high risk utility systems (for example, steam, hot water, electrical, and gas). These management plans shall include, at a minimum, specific maintenance tasks and frequencies, specific instructions for accomplishment of tasks, required special tools/equipment, personnel requirements, safety requirements, emergency procedures, personnel training requirements, and documentation procedures. No work under this Contract shall be performed until the Service Plan has been approved by the Contracting Officer. The Contractor shall revise and resubmit the plan annually, or portions of the plan as required. Revised or updated portions of the plan shall be approved by the COR prior to implementation. The following plans shall be submitted as part of the Service Plan:

- 5.1.2.1.1 Snow and Ice Removal Plan. The Contractor shall develop and submit a Snow and Ice Removal Plan identifying types of equipment, number of crews, and chemicals to be used. The Government will specify the area priorities for snow removal and the methods to be used for the helipad, roadways, and parking lots to be cleared.
- 5.1.2.1.2 Surfaced Area Maintenance Plan. The Contractor shall develop and submit a plan outlining scheduled and systematic maintenance to surfaced areas.
- 5.1.2.1.3 Freeze-Up Plan. The Contractor shall develop a freeze-up plan to include procedures for monitoring of weather reports, the thawing out of frozen equipment, and the recruitment of standby personnel to monitor instrumentation. The plan shall also set up priorities for steam usage in order to keep critical equipment in use and provide adequate tracing steam.

- 5.1.2.1.4 Emergency Standing Operating Procedure (SOP). The Contractor shall submit an SOP detailing how the Contractor proposes to utilize his personnel, materials, and equipment to respond to and accomplish emergency maintenance or repair work during all regular and non-regular working hours. The SOP shall include, but not be limited to, contingencies for the following:
  - 5.1.2.1.4.1 Electrical Power Outage. The SOP shall include a procedure to follow in the event that electrical power to the Installation or portions thereof is lost.
  - 5.1.2.1.4.2 Water Supply Emergency. The SOP shall include a procedure to follow in the event of a water supply emergency due to interior or exterior water distribution line ruptures, freeze-ups, or contamination of the water supply.
  - 5.1.2.1.4.3 Sewage Collection System Malfunction. The SOP shall include a procedure to follow in the event that the Installation sewage collection systems malfunction due to stoppage in the collection mains, failure of sewage lift stations, or a pipeline rupture.
  - 5.1.2.1.4.4 UPSE Outage or Breakdown. The SOP shall include a procedure to follow in the event of a UPSE outage or breakdown to include a ruptured boiler, burnt-out furnace, interior and exterior steam or hot water line leaks, and fuel oil or gas leaks or outage.
  - 5.1.2.1.4.5 Other Emergency Services to include, but not be limited to:
    - Locksmithing
    - Pest control
    - Military operation support
    - Natural disasters
    - Emergency work for the security or protection of Government property
    - Emergency work due to loss of air conditioning or heating for the medical facilities, data processing equipment, and other temperature critical facilities
    - Emergency work due to loss of operation of refrigeration and kitchen equipment
    - Emergency work due to a malfunction in any fire alarm system or fire sprinkler system
    - Response to emergency SOs

## 5.1.2.2 Work Reception

5.1.2.2.1 Sources of Work. Work can be identified by the COR, other Government personnel, tenants or residents of the Installation, or the Contractor. Contractor-generated work is the result of requests made by

- operators and maintenance personnel, who identified deficiencies during inspections, preventive maintenance, or other work performance.
- 5.1.2.2.2 Service Order Desk. The Government will operate a 24-hour, 7 day per week, 365 days per year Service Order Desk to receive calls and issue service orders to the Contractor for unscheduled maintenance and repair of buildings, structures, roads, grounds, utilities, HVAC equipment and all other support services. The Service Order Desk Operator will first attempt to provide technical assistance over the phone or refer the caller to the U-DO-IT Store for those services such as replacing a washer in a leaking faucet, replacing a fluorescent light bulb, exchanging an air filter in a residential furnace, and other basic household repair tasks that individuals may be able to perform on their own. If the caller cannot resolve the problem, the Operator will obtain the necessary information to issue a service order, assign a priority to the service order in accordance with the definitions in Technical Exhibit 5.1-005, and proceed to issue the service order to the Contractor. Unless specific clarification is required or additional approvals are necessary because of a change in scope, work items identified through the Service Order Desk shall be performed by the Contractor without further input from the Government.
  - 5.1.2.2.2.1 Number of Service Calls. The Service Order Desk receives approximately 170 service calls daily (Monday through Friday) between the hours of 0800 and 1600, 35 service calls between the hours of 1600 and 2400, 10 service calls between the hours of 0000 and 0800, and 120 service calls over an average weekend. Approximately, 80% result in service orders (SOs) generated. With the exception of emergency situations, SOs are *only* taken, if a customer calls between 0700 and 1700 hours, Monday through Friday. Approximately 275 emergency calls per year, taken after normal business hours, are issued as Priority 1 SOs.
  - 5.1.2.2.2.2 Clarification of Work Requirements. If the work requirements are unclear, the Contractor shall contact the customer to clarify work request requirements and advise the Service Order Desk of any significant changes in scope.
  - 5.1.2.2.2.3 Duplicate Work Requests. If a request is made by more than one customer representative for the same work at the same location and/or for repair of the same equipment, this work request shall be treated as a single work request and documented as such for reporting purposes. If such duplicate SOs are discovered by the Contractor, the Contractor shall notify the Service Order Desk.
  - 5.1.2.2.2.4 Phone List. The Contractor shall provide an updated phone list as necessary to the COR of on-call and key maintenance mechanics who can be notified for urgent matters (CDRL 501R003).
- 5.1.2.2.3 IJO Reception. The Government will receive requests for work on DA Form 4283-1 that would exceed the threshold limits of a SO. The Government will assign priorities to these work requests and will determine which IJOs will be issued to the Contractor.

- 5.1.2.2.4 U-DO-IT Store Reception. See Functional Area 5.10 for specific information.
- 5.1.2.2.5 Installation Transportation Services Dispatch. See Functional Area 5.11 for specific information.
- 5.1.2.2.6 Base Supply Reception. See Functional Area 5.12 for specific information.
- 5.1.2.2.7 Materiel Maintenance Customer Service Center. See Functional Area 5.13 for specific information.

#### 5.1.2.3 Work Coordination

- 5.1.2.3.1 Work Scheduling. The Contractor shall schedule all Government approved and ordered work requests, assign them to Contractor personnel, and perform them in accordance with the provisions defined in this Contract. The Contractor shall combine and group recurring work, scheduled work and unscheduled work in a logical, cost effective manner, and shall formulate schedules of work that minimize wasted Contractor personnel time. The Contractor shall also utilize information about materials and equipment that are suitable for reuse and applications which might use materials and equipment so identified.
- 5.1.2.3.2 Customer Interface. As a part of the scheduling process, the Contractor shall coordinate all work with the person in charge of the facility where the work is to be done, to preclude life-threatening situations, loss or damage of product or property, and operational problems at the facility. The Contractor shall report to the COR instances where access could not be obtained to facilities, because the customer failed to be available at the prearranged time. The Contractor shall leave a notice and phone number after the attempt to perform work and annotate the work document to acknowledge attempts to perform work. The Contractor shall return to the customer's location after subsequent coordination and appointment by the occupant. When reporting such instances, the Contractor shall provide the COR with a copy of the work document and pertinent facts related to the incident, such as the number of attempts to obtain access. If work requires scheduled or unscheduled interruption, disconnect or cut-off of any utility to or within the facility, or that a facility be vacated, the Contractor shall (a) notify customers, facility users and the COR 15 calendar days in advance of a scheduled interruption and (b) minimize disruption of the activity's operation.
- 5.1.2.3.3 Work Status Inquiries. The Contractor shall respond to work status inquiries from the COR and all customers. The Contractor shall advise the customer of the status of the work within eight hours of receipt of request. In response to work status inquiries, the Contractor shall provide, at a minimum, the date work was started or is scheduled to be started, the last activity performed on the job, the projected completion date, and any problems which have arisen and are impacting the performance of the work.
- 5.1.2.3.4 Work Approval.

- 5.1.2.3.4.1 SOO Work Approval. No later than ten days prior to Contract start date, the Contractor shall prepare and submit to the COR a schedule of work to be performed under SOOs for each operational function based on data contained in this PWS (CDRL 501R004). The Contractor shall submit updated SOO schedules to the COR 45 days in advance of each fiscal year for review and approval. The Contractor shall schedule and accomplish work as indicated on approved SOO schedules.
- 5.1.2.3.4.2 SO Work Approval. An SO issued to the Contractor will serve as an approved work request, from which the Contractor shall commence work.
- 5.1.2.3.4.3 Work Order Approval. Upon receipt and approval of the Service Plan, the Contractor will receive blanket pre-authorization instructions from the COR to execute WOs. WOs will be subject to final review and after-thefact approval by the COR to ensure proper expenditure of resources.
- 5.1.2.3.4.4 Approval of Other Work. Upon receipt and approval of the Service Plan, the Contractor will receive blanket pre-authorization instructions from the COR to execute U-DO-IT services, and Transportation services. All work will be subject to final review and after-the-fact approval by the COR to ensure proper expenditure of resources.

## 5.1.2.4 IJO Approval

- 5.1.2.4.1 IJO Work Estimating and Approval. The Government will select IJOs to assign to the Contractor The Contractor shall receive requests for estimated costs for IJOs from the COR. The Contractor shall provide preliminary (desk) and detailed estimates of IJOs to the Government. The Contractor shall prepare desk and detailed estimates in accordance with IFS-M Work Estimating Manuals. The Contractor shall analyze the scope of the work requested and determine the specific methods to be used to accomplish the work requested. The Government may conduct site inspections at any time during IJO work.
  - 5.1.2.4.1.1 Submit Preliminary Estimate. For all non-emergency IJOs, the Contractor shall prepare a preliminary estimate that includes the specific resources needed to accomplish the work. The estimate shall include the number of man-hours needed (detailed by craft), the material and equipment requirements, and the cost of each resource. The Contractor shall submit the preliminary estimate to the COR for review (CDRL 501R005).
  - 5.1.2.4.1.2 IJOs Approved with Preliminary Estimates. The COR may approve the work at this point. If the work is approved at this point, the Contractor shall inspect the job site to determine the detailed job requirements, to establish operational sequences for the tasks, and to prepare a detailed bill of materials (BOM). Preliminary estimates shall be within 25% of the final cost of the completed IJO.
  - 5.1.2.4.1.3 Detailed Estimates. The COR may require a detailed estimate rather than approving the IJO at this point. Detailed estimates shall include drawings of the job to be accomplished, a detailed description of required work, an estimate of labor hours and cost, and a BOM. Sketches and drawings shall describe sizes, dimensions, and other pertinent technical characteristics for the job. The BOM shall include, for each phase,

NSN/MCN, nomenclature, quantity, and unit cost for each item, and total material cost. The labor hour and cost estimate shall be broken down by phase and craft, and shall include a total cost for labor. The total estimated cost of the IJO shall include all Contractor costs required to complete the work. Upon completion of the final estimate, an Individual Job Order, DA Form 4284, the estimate, and other required documentation shall be prepared and submitted to the COR for review (CDRL 501R006). The designated time frames for preparing detailed estimates can be found in Technical Exhibit 5.1-009.

- 5.1.2.4.2 Actions Upon Receipt of Detailed Estimates. Upon receipt of a detailed estimate, the Government will either concur or not concur with the estimate.
  - 5.1.2.4.2.1 Nonconcurrence. In the event of Government nonconcurrence, the estimate will normally be returned to the Contractor with detailed reasons for the nonconcurrence. The Government reserves the right not to return an estimate. In this case, the Contractor will be notified that the IJO has been withdrawn from the purview of the Contractor. For any estimate the Government nonconcurs with, the Contractor may be given the opportunity to re-estimate the job. If, after reviewing the Government's comments, the Contractor cannot modify its original estimate, the Contractor shall return the documentation to the Government without further action. However, if after reviewing the Government's comments, the Contractor determines that a reestimate is appropriate, a new estimate shall be developed for Government consideration. In either case, discussions between the Government and the Contractor may ensue to clarify any points in question.
  - 5.1.2.4.2.2 Concurrence. If the Government concurs with the contractor's estimate and decides to proceed with the IJO, the Government will notify the Contractor and provide the Contractor with a copy of the approved estimate and supporting paperwork.
- 5.1.2.4.3 IJO Materials and Scheduling.
  - 5.1.2.4.3.1 The Contractor shall obtain and store material for approved IJOs as specified in Section C-3. Unless otherwise directed by the COR, the Contractor shall not start work on an IJO until all material is available.
  - 5.1.2.4.3.2 The Contractor shall prepare a weekly Awaiting Schedule Report which identifies all IJOs having required materials on hand. The Contractor shall submit the report to the COR weekly, by close of business on Wednesday (CDRL 501R007). If Wednesday is a Federal holiday, the Contractor shall provide the report on the work day immediately preceding the holiday.
  - 5.1.2.4.3.3 After all material for an IJO is available, the Contractor shall schedule work. IJOs shall be scheduled in accordance with their Government-assigned priorities. Priorities will not normally be changed once they are assigned in order to allow the Contractor to schedule and control the work effort effectively. However, the Government reserves the right to change work priorities whenever necessary to meet the Government's requirements. The Contractor shall schedule IJO work to commence not

- later than ten days after all materials are available, or upon notification from the COR.
- 5.1.2.4.3.4 The Contractor shall coordinate access to areas where work will be performed with the point of contractor provided on the IJO by close of business Thursday of the week prior to the scheduled work.

## 5.1.2.4.4 Changes to IJOs

5.1.2.4.4.1 Unforeseen Conditions. When unforeseen conditions will increase the cost of the IJO to a level ten percent above the detailed estimate, the Contractor shall stop work on the IJO and inform the COR immediately. Examples of unforeseen conditions are the discovery of deficiencies within walls and ceilings that could not be known to the Contractor's estimators. The Contractor shall, at the direction of the COR, estimate the amount of additional labor, material, and equipment required to complete the work. The Contractor shall provide the estimate to the COR and shall do no further work on the IJO until directed to do so by the COR. In the case of an emergency situation (life threatening, damage to Government property), approval to continue work may be given verbally by the COR, the DPW Director, or the DDPW. The Government may, at its discretion, concur or nonconcur with the estimate of additional work.

## 5.1.2.4.5 Stopping Work.

- 5.1.2.4.5.1 Intent To Restart Work. Once work on an IJO begins, the work shall not stop, under normal conditions, and shall progress in a timely manner until completion. The Government may, at its discretion, stop work on an IJO intending to restart the work at a later date. Additional work may be required to secure the job site for health, safety, climatic conditions, or to protect and preserve equipment and structures. If so, the Contractor shall estimate the cost of securing the job site. The Contractor shall provide the estimate and a BOM to the COR for concurrence or nonconcurrence (CDRL 501R008).
- 5.1.2.4.5.2 No Intent To Restart Work. If the Government stops work on an IJO with no intention of restarting the work, the Contractor shall estimate the cost of a phase to be added to the IJO for the work required to return supplies, materials, parts, components, and assemblies to supply and to secure the job site. The Contractor shall submit the estimate for the additional work and a BOM for any additional supplies required to complete the work to the COR for approval or disapproval (CDRL 501R009). The Contractor shall complete job site securement upon approval from the COR. The Government will notify the Contractor of any aesthetic considerations required in securing the job site.
- 5.1.2.4.6 When additional work is approved, cost changes shall be added to, or deducted from (as appropriate), the amount of the original IJO. The Government will not approve changes to IJOs for Contractor failure to include work required to complete the original IJO work. After change approval, the Contractor shall resume work on the IJO immediately or as directed by the COR.

- 5.1.2.4.7 If the Government determines that an IJO should be terminated, it may do so at any time. The Government may terminate work immediately, or not to complete work beyond a particular phase of the IJO.
- 5.1.2.4.8 Acceptance of IJOs. When all work on an IJO has been completed, the Contractor shall submit an acceptance document to the COR within one working day for inspection and acceptance of the work (CDRL 501R010).
- 5.1.2.4.9 Emergency IJO Approval. In the event emergency conditions (e.g. storm damage, fire, flood, etc.) which prohibit the normal estimating/approval process, the request for emergency IJO work will be made verbally to the Contractor by the COR. Upon completion the Contractor shall submit a statement of actual work accomplished to the COR (CDRL 501R011).

#### 5.1.2.5 Work Documentation

The Contractor shall utilize automated maintenance management systems (as described in Paragraph 5.1.2.7) to document, manage and control all work received for all Functional Areas except 5.11 and 5.12 (refer to these Functional Areas for specific direction on how work shall be documented). The automated maintenance management systems shall include a job cost accounting function to include labor, equipment, materials, and contract costs. The Contractor shall record, manage, and report all work performed under this contract.

- 5.1.2.5.1 Labor and Equipment (L&E) Forms. As a means to document all work performed, the Contractor shall ensure that each Contractor employee, who works on SOOs, SOs, or IJOs, completes a Labor and Equipment Form (DA 4288-1) at the conclusion of each working day. The Contractor shall be responsible for entering all data from these forms into the IFSM (described in Paragraph 5.1.2.7). The Contractor shall maintain a file of these Labor and Equipment Forms for one year, and be able to provide these forms to the COR upon request. Personnel who work under Functional Areas 5.11 and 5.12 are exempt from completing a Labor and Equipment Form, but must complete an equivalent time card on which work performed on reimbursable activities may be recorded. Personnel who work under Functional Area 5.13 shall record their time on DA Form 2407.
- 5.1.2.5.2 Work Initiation for SOOs, SOs, IJOs, and WOs. At work inception, the Government will input the following information for SOs and IJOs, and the Contractor shall input the following information for WOs directly into the maintenance management systems:
  - a) Work classification
  - b) Priority
  - c) Work/problem nature
  - d) Work request number
  - e) Date and time requested
  - f) Location of work requirement (i.e., building/facility/activity code)
  - g) Name and telephone number of requester

- h) Required completion date
- i) Risk assessment code
- 5.1.2.5.3 On-Going Documentation for SOs, IJOs, and WOs. The Government will input the following information for SOs and IJOs, and the Contractor shall input the following information for WOs directly into the maintenance management systems:
  - a) Job status (e.g., open, closed, on-hold, or canceled)
  - b) Date and time arrived at the job site
  - c) Material order date (other than shop stock), if applicable
  - d) Estimated material due date (other than shop stock), if applicable
  - e) Name of person who performed the work
  - f) Date and time completed
  - g) Description of actual work completed
  - h) Actual labor hours by craft
  - Material description and quantity
  - j) Remarks
- 5.1.2.5.4 Completed IJO Documentation. Completed IJOs shall be signed by the Contractor, certifying the work was satisfactorily performed. After completion of each IJO, the Contractor shall input the following data into the automated maintenance management system:
  - a) Name(s) of the individuals who worked on the job
  - b) The trade of each individual
  - c) Total hours expended
  - d) Labor cost
  - e) Total material costs expended
  - f) Date and time completed
- 5.1.2.5.5 Variance Report. The Contractor shall provide the COR with a monthly Variance Report summarizing the IJOs completed in the previous month, the cost estimates that were proposed, the actual costs, the percent variation for each job, and the total variance for the month.
- 5.1.2.5.6 Reports. The Contractor shall provide adequate controls and reports to ensure effectiveness, efficiency and prompt response to all workload requirements and provide controls to ensure that costs incurred are properly reported.

### 5.1.2.6 Work Standards

The technical specifications below define the quality of maintenance and repair to be accomplished under this contract. When a standard is not directed, the Contractor shall perform required work to meet trade customs and practices and manufacturer's recommendations. The Government will be the ruling authority to ensure these quality standards have been met by the Contractor under this contract.

- 5.1.2.6.1 Job Preparation. The Contractor shall be responsible for planning equipment and material requirements; obtaining proper tools; laying out tools, material, and equipment; setting up to begin work; cleaning and storing tools and equipment; cleanup of job site; and considering all work and costs associated with receiving, planning and performing a job assignment.
- 5.1.2.6.2 Occupational Health and Industrial Hygiene. The Contractor shall establish medical surveillance, industrial hygiene and individual protective equipment programs sufficient to meet requirements delineated in Occupational Safety and Health Administration (OSHA) standards, the CASCOM Single Source Safety Document, and in accordance with the Kenner Army Clinic and Safety Office Standards.
- 5.1.2.6.3 Repair Area. If floors, cabinets, appliances, foundations, and other items are removed in order to gain access to the system component to be repaired, the Contractor shall return any repaired area to a condition comparable to the original construction after work is completed. Any Government- or occupant-owned property damaged by the Contractor shall be repaired or replaced immediately.
- 5.1.2.6.4 Disposal. All doors/hardware and other salvageable material such as compressors, condensing units, motors, garbage disposals, appliances, scraps, and/or other items shall be turned in to the Defense Reutilization and Marketing Organization (DRMO). All refuse generated by this contract shall be legally disposed of off the Installation, meeting all federal, state, county, and Installation guidelines for disposal (including disposal of hazardous materials). Hazardous waste materials shall be disposed of in accordance with applicable local, state, and federal statutes. Refuse shall be disposed of on a regular basis in order to ensure a neat and orderly appearance of the Contractor's area of responsibility and the surrounding areas. Roll-offs shall be used unless refuse is too large. The burning of debris, waste material and other salvageable items is prohibited on the Installation.
- 5.1.2.6.5 Cannibalization. Removal of component parts from any Governmentfurnished equipment resulting in cannibalizing shall not be allowed unless approved in writing by the COR.
- 5.1.2.6.6 Utility Clearances. The Contractor shall mark utilities as described in Functional Area 5.4.
- 5.1.2.6.7 As-Built Drawings. The Contractor shall provide updated as-built drawings to the COR for each instance that work performed impacts construction (CDRL 501R012). When discrepancies in drawings are found

- during work the Contractor shall update drawings and submit the updates to the COR (CDRL 501R013).
- 5.1.2.6.8 Policing of Work Site. The Contractor shall remove from the work area, at the end of each day and completion of the job, all waste, material and byproducts resulting from work performed. The Contractor shall return usable material to a designated storage area for reuse.
- 5.1.2.6.9 Installation Recycling Program. The Contractor shall participate in the Installation Recycling Program. The Installation Recycling Program is a joint resources conservation effort managed and operated by the DPW and the DRMO in accordance with local regulations. The Program encompasses the collection of items and materials that are reusable in their present form, such as pallets, and items that are suitable for recycling, such as paper, glass, plastics.
  - 5.1.2.6.9.1 Actions and Delivery. The Contractor shall receive and re-use reusable pallets. The Contractor shall deliver and turn in scrap metal and excess serviceable lumber to the DRMO. When scrap containers are full, the Contractor shall complete DA Forms 958 (CDRL 501R014) as a basis for completion of DD Forms 1348-1 (CDRL 501R015) by the Contractor for turn in of scrap to DRMO.
- 5.1.2.6.10 U-DO-IT. Work requests involving U-DO-IT will be referred to the Contractor only when circumstances prevent the responsible individual or organization from accomplishing the work, as determined by the COR.
- 5.1.2.6.11 Facilities, Systems, and Equipment Identified for Future Replacement. Regardless of whether specific facilities, systems, or equipment have been identified for future replacement by the Government, the Contractor shall perform maintenance and repair of the equipment as outlined in this Contract, unless otherwise directed by the COR.
- 5.1.2.6.12 New Components. New components shall match or exceed existing components both in manufacture and quality. The Contractor shall consider aesthetics (i.e., color, texture, quality) in material selection. If existing aesthetics cannot be matched, the Contractor shall submit variations to the COR for approval prior to installation.
- 5.1.2.6.13 Proper Operation, Use, and Care of GFE and CFE. The Contractor shall:
  - a. Be responsible for the proper operation, use, maintenance and repair of the GFE and CFE.
  - b. Not cannibalize or modify any GFE, including customers' equipment being repaired, without prior written approval of the COR.
  - c. Load test GFE and CFE material handling equipment (e.g., MHE) as required by TB 43-0142.
  - d. Provide trained and licensed personnel to operate GFE and CFE as required by federal, state and local laws and/or regulations.

- e. Ensure that a "ROAD TEST" sign indicating a road test is authorized each time a vehicle or piece of equipment is road tested.
- 5.1.2.6.14 Calibration Standards. The Government will provide Secondary Transfer Standard Calibration Services for GFE beyond which is specified in Functional Area 5.13 as the Contractor's responsibility. The Contractor shall:
  - a. Provide a point of contact for each major Functional Area, for coordinating calibration services.
  - b. Transport Contractor-operated equipment to and from the Government's calibration site.
  - c. Ensure all test, measurement and diagnostic equipment (TMDE) in the Contractor's possession is labeled to indicate condition and latest calibration date.

## 5.1.2.7 Critical Systems

The Contractor shall be responsible for keeping the following critical systems operational 24 hours a day, every day, or initiating corrective action. The Contractor shall obtain COR approval before implementing changes to existing back-up systems or procedures.

- Electrical Systems
- Air Conditioning Systems
- Refrigeration Units/Cold Storage Systems
- Security Devices
- Boiler Plants and Heating Systems
- Plumbing Systems
- Water Distribution Systems
- Wastewater Collection Systems
- Standby Generators
- Fire Detection and Suppression Systems
- Heating Fuel Distribution Systems
- Structural Integrity and Safety of Buildings
- Road Network

#### 5.1.2.8 Computer Systems

The Contractor shall sustain, operate, and administer a number of standard and non-standard, local unique, and proponent agency logistics management information systems and associated logistics and administrative support automated information systems in support of requirements specified in this Contract. The Contractor shall coordinate with the Government unless specifically or otherwise

stated in this Contract to ensure the latest available software versions of Standard Army Management Information Systems (STAMIS) are installed on Contractor operated systems. The Contractor shall provide recommendations to the Government on ways to improve or streamline data communications and mission effectiveness. The Government will maintain STAMIS, unless specified differently in another contract.

- 5.1.2.8.1 Local Area Network (LAN). The Contractor shall provide all LAN administration and operations for the computer systems in use in the Logistics functions. The Contractor shall ensure that the LANs are operational, that proper backup and other systems-level maintenance is performed, and that the LAN does not impede the accomplishment of work required in this Contract. Inoperability of a LAN shall not impede the Contractor's performance of Logistics work specified in this Contract.
- 5.1.2.8.2 Automated Information System Use
  - 5.1.2.8.2.1 Automated Information System Instructions. The Government will provide automated information system (AIS) users instructions that explain submission of batch and on-line processing requests, file maintenance and conversions, hard copy reports, terminal use and security considerations, hours of operations, expected turn around time, backup and recovery procedures, classified and sensitive processing, receipt of output and attendance at user meetings.
  - 5.1.2.8.2.2 Functional AIS Liaison. The Contractor shall appoint a representative for each functional area, to serve as liaison for AIS systems administration and problem resolution. The Contractor shall submit such appointment documents to the COR (CDRL 501R016). Contractor responsibilities shall include, but are not limited to, use of standard and non-standard systems, assistance to system users, assistance with the resolution of system problems, coordination with system developers, and performance of systems security and systems administration. The Contractor shall also serve as the initial point-of-contract (POC) between system users and software support elements, and hardware support elements.
  - 5.1.2.8.2.3 Systems Installation. The Contractor shall comply with Government- furnished instructions pertaining to automatic data processing systems that may be installed and operated on computer equipment. The Contractor shall furnish computer listings as directed by the COR and as required by applicable Army regulations (CDRL 501R017). The Contractor shall update systems as required, to include implementing entirely new STAMIS, at the direction of the COR. The Contractor shall make all required data conversions to transfer operations from one system to another.
  - 5.1.2.8.2.4 Communications. The Contractor shall maintain communications with organizations using the same systems and those that provide input or receive output from STAMISs used by the Contractor. These liaisons shall be with external groups such as the Training and Doctrine Command Headquarters (TRADOC HQ), Headquarters Department of the Army (HQDA) and internal groups, such as the Directorate of Resources and Management (DR&M) activities.

- 5.1.2.8.2.5 Configuration Changes. The COR will have approval authority for all changes to computer equipment prior to procurement and installation of hardware and software. Previously developed STAMIS data files will be furnished to the Contractor at Contract start. The COR will have approval authority for all changes to established parameters defined in STAMIS Manuals.
- 5.1.2.8.2.6 AIS Accreditation. The Contractor shall ensure the Government's AIS accreditation packet is located within close proximity of the respective AIS. The Contractor shall post a memorandum by each AIS, identifying the ISSO, respective TASO and Alternate, and authorized user(s) for that AIS.
- 5.1.2.8.2.7 Data Input Errors and Corrections. The Contractor shall identify all data entry errors made by Contractor personnel. Data errors include, but are not limited to, correct information incorrectly keyed into the system, incorrect information keyed into the system, and omissions of data required to be keyed into the system. After the error is identified by the Contractor or the Contractor has been notified by the Government of the error, the Contractor shall provide correct information to the COR and input the correct information into the automated system (CDRL 501R018).
- 5.1.2.8.2.8 Temporary Manual Operation. The Contractor shall temporarily revert to a manual mode when the required automated information system (AIS) is not available. Upon availability of the system or equipment, the Contractor shall input manually processed/recorded transactions. The Contractor shall maintain one year of archived standard and non-standard Government information management systems data on required media, i.e., diskettes, tape cartridges, and nine-track tape. These archives shall be stored in a facility provided by the Government. The Contractor shall conduct data recovery/backup procedures in accordance with prescribed systems' procedures.
- 5.1.2.8.2.9 Report Variance. The Contractor shall submit requirements for variances in report generation from standard and non-standard Army systems to the Government for review and approval. (CDRL 501R019)
- 5.1.2.8.2.10 Security. Contractor personnel tasked with inputting data into the STAMIS shall have had a Local Agency Check (LAC) and be granted Automatic Data Processing (ADP) access at Fort Lee prior to being allowed access to the STAMIS. The Contractor shall take the necessary actions to obtain the LAC and obtain the ADP access for designated Contractor personnel. The Contractor shall act as the Terminal Area Security Officer (TASO) in accordance with AR 380-19 in order to provide security for automation resources and information.
- 5.1.2.8.2.11 Information Systems Passwords. Passwords will be requested, as appropriate for STAMIS and accurate documentation maintained. The Contractor shall process requests for passwords and provide passwords after request approval.

- 5.1.2.8.3 Standard and Non-Standard Systems Utilized. Standard and nonstandard systems which the Contractor shall utilize include, but are not limited to:
  - 5.1.2.8.3.1 ACIFS. The Automated Central Issue Facility System (ACIFS) automates information management related to the management of organizational clothing and individual equipment (OCIE), including accounting, issue, and inventory.
  - 5.1.2.8.3.2 ALMS. Automated Load Manifest System provides automated air load planning and execution for units deploying by air.
  - 5.1.2.8.3.3 AMEDDPAS. The Army Medical Department Property Accounting System (used by IPBO) provides standardized, automated functional procedures and processes for property accounting, equipment management, and asset reporting.
  - 5.1.2.8.3.4 AMS. The Automated Manifest System provides receiving, dispatch, and deployment for split operations functions that use global optical memory cards (OMC) which are read into the AMS database. AMS also scans data and downloads it into the AMS database. When data is reconciled, AMS generates Transportation Discrepancy Reports (TDR) as necessary. As items are readied for dispatch, the outgoing data is scanned and downloaded into the AMS database and AMS produces tally sheets for use at the Direct Support Level. After the shipment is closed out, AMS creates and sends TD4 transactions. If items are to be redeployed, or the CRSP is operating as a "split operation," TCN and LIN item data is downloaded to the AS database, which then generates OMCs and DD Forms 1987 for use at a forward CRP. Multi-pak packing lists and OMCs are produced for use at a DSU. When shipments are closed LOGSAAS/BBC transactions are created and sent to provide support for in-transit visibility (ITV).
  - 5.1.2.8.3.5 ARMYLOG. The Army Logistics System is used to research various logistical data relating to Army items that are available through the Army supply system (ARMYLOG Users Manual).
  - 5.1.2.8.3.6 ASIMS. The Army Standard Information Management System is used to transmit Terminal Applications Processing System (TAPS) data and receive data queries via ASIMS (TM 38-L03-24).
  - 5.1.2.8.3.7 CALMS. Computer Aided Load Management System is used to create air load cargo manifests for Army equipment being transported on Air Force aircraft.
  - 5.1.2.8.3.8 CFM. The CONUS Freight Management system provides with a single user interface for obtaining shipment rating data from the CFM Host. It then allows the user to complete, print, and transfer GBLs back to CFM Host.
  - 5.1.2.8.3.9 COMPASS. Computerized Movement Planning Status System. This is a FORSCOM system that provides deployment planning systems with accurate Army unit movement requirements.

- 5.1.2.8.3.10 EMIS. Executive Management Information System provides automated maintenance workload data.
- 5.1.2.8.3.11 FEDLOG. The Federal Logistics System is used to: cross relate part numbers and stock numbers; determine the supplier's name and address; obtain management data for procurement, requisitioning, storing, and issuing for logistical purposes; determine proper freight standards for an item and obtain logistics information specifically for the Air Force, Army, and Navy. The FEDLOG system is available on Compact Disk (CD) Read Only Memory (ROM) media (FEDLOG Users Manual).
- 5.1.2.8.3.12 GCCS. Global Command and Control System is a highly mobile, deployable command and control system supporting forces for joint and multinational operations across the range of military operations, anytime and anywhere in the world with compatible, interoperable, and integrated command, control, communications, computers and intelligence systems.
- 5.1.2.8.3.13 GTN. Global Transportation Network is a network of systems with the capability to integrate hardware, software, and communications systems.
- 5.1.2.8.3.14 HMIS. Hazardous Material Information System is an automated DOD system that provides reference data on HAZMAT to assist users in assessing safety, health, packaging, labeling, transportation, and disposal risks and requirements.
- 5.1.2.8.3.15 IFSM. The Integrated Facilities System-Mini/Micro is a production scheduling and contract monitoring system used to monitor, in the processing of SOOs, SOs, and IJOs, repair and maintenance expenditures against individual facilities; monitor minor construction and alterations project expenditures; maintain Labor and Equipment data; and provide information reported to higher levels of command.
- 5.1.2.8.3.16 ILAP. The Integrated Logistics Analysis Program is an automated information management system for maintenance and supply managers at the Division Material Maintenance Center (DMMC) and DOL level or the Stock Control Section of a non-Divisional Supply Support Activity (SSA). The ILAP generates reports from multiple databases (ILAP-UM Users Manual).
- 5.1.2.8.3.17 IRPRS. Integrated Requirements and Purchase Request System allows interface with Installation supply, contracting, finance, vendor payment, and Property Book systems.
- 5.1.2.8.3.18 JOPES. Joint Operational Planning and Execution System is an OJCS system used to support joint operational planning. The DOL must interface and input to this system when conducting deployment operations.
- 5.1.2.8.3.19 JULLS. Joint Universal Lessons Learned System is a software component of the Joint Exercise Management Package (JEMP). Exercise After Action Reports are submitted in JULLS format.
- 5.1.2.8.3.20 LIF. The Logistics Intelligence File provides remote computer inquiry services to its customers for near-real-time supply and transportation information.

- 5.1.2.8.3.21 MROCS. The Materiel Release Order Control System provides automated receipt processing, turn-ins, storage, shipping, and inventory/location survey applications for the Standard Army Retail Supply System (SARSS) (TM 38-L19-1 and TM 38-L19-2).
- 5.1.2.8.3.22 Powership. Powership is a computer-automated system from Federal Express consisting of hardware and software. Powership allows management of the entire shipping process (domestic and international).
- 5.1.2.8.3.23 SAACONS. The Standard Army Automated Contracting System maintains a permanent interface listing file of purchase requests, contracts, receipts, and item descriptions.
- 5.1.2.8.3.24 SAAS-4. The Standard Army Ammunition System -4 automates the receipt, storage, and issuing operations at Army-operated TOE/TDA ammunition supply points.
- 5.1.2.8.3.25 SAMS-ITDA. Standard Army Maintenance System Installation Table of Distribution and Allowances (SAMS-ITDA) produces maintenance work orders; requisitions parts; manages bench stock; manages shop workload; provides detailed labor costs related to specific work orders; provides maintenance management information related to work orders; monitors shop capabilities, shop backlog, manpower availability and utilization; and, provides parts costs and inoperative equipment status to TDA type operations.
- 5.1.2.8.3.26 SARSS-O. The Standard Army Retail Supply System-Objective is a combat service support peacetime and wartime logistics system that provides supply management and stock control at the Army retail supply level.
- 5.1.2.8.3.27 SPBS-R. Standard Property Book System-Redesign is a Property Book system that provides electronic tracking of all modifications to Property Book accounts. Modifications include lateral transfers; additions and deletions to Property Book accounts; changes in hand receipt holders; and other Property Book accounting functions.
- 5.1.2.8.3.28 STANFINS. The Standard Finance System is the standard customer account system used for paying commercial bills to Finance and Accounting and putting in employee time.
- 5.1.2.8.3.29 STARFIARS. Standard Army Financial Inventory Accounting and Reporting System is the standard stock fund accounting system.
- 5.1.2.8.3.30 TAV. The Total Asset Visibility system is a data query system that provides visibility over the Army assets and processes that support asset management, i.e., information by NIIN, NSN, LIN, DODAAC, and weapon system.
- 5.1.2.8.3.31 TCACCIS. Transportation Coordinator Automated Command and Control Information System is an information, management, and data communications system that the U.S. Army uses to plan and execute deployments during day-to-day and contingency operations.

- 5.1.2.8.3.32 TOPS. The Transportation Operational Personal Planning Standard System (TOPS) is a multi-service standard database system for managing all forms, financial statements, and information involved with moving personal property of U.S. service members and their dependents and civilian employees of DOD when they relocate on assignment. TOPS automates, streamlines, and coordinates virtually every aspect of handling personal property shipments. An Interactive Voice Response (IVR) system capability allows a service member to call and receive information about his/her shipments directly from the TOPS computer without the involvement of ITO personnel.
- 5.1.2.8.3.33 ULLS. Unit Level Logistics System is an automated system used at the unit level for supply tracking and requisition.
- 5.1.2.8.3.34 WPS. Worldwide Port System is a standard Army terminal documentation and accountability system that provides terminals the ability to account, monitor, and document military ocean cargo.

#### 5.2 BUILDINGS AND STRUCTURES MAINTENANCE

Specific tasks and other requirements for Buildings and Structures Maintenance can be found in Functional Area 5.2.

## 5.3 FAMILY HOUSING MAINTENANCE

Specific tasks and other requirements for Family Housing Maintenance can be found in Functional Area 5.3.

## 5.4 UTILITY SYSTEMS OPERATION AND MAINTENANCE

Specific tasks and other requirements for Utility Systems Operation and Maintenance can be found in Functional Area 5.4.

#### 5.5 HVAC SYSTEMS OPERATION AND MAINTENANCE

Specific tasks and other requirements for HVAC Systems Operation and Maintenance can be found in Functional Area 5.5.

#### 5.6 DINING AND LAUNDRY FACILITY EQUIPMENT MAINTENANCE

Specific tasks and other requirements for Dining and Laundry Facility Equipment Maintenance can be found in Functional Area 5.6.

## 5.7 GROUNDS MAINTENANCE

Specific tasks and other requirements for Grounds Maintenance can be found in Functional Area 5.7.

## 5.8 SURFACED AREA MAINTENANCE

Specific tasks and other requirements for Surfaced Area Maintenance can be found in Functional Area 5.8.

## 5.9 PEST CONTROL

Specific tasks and other requirements for Pest Control can be found in Functional Area 5.9.

## 5.10 U-DO-IT SERVICES

Specific tasks and other requirements for U-Do-It/Self-help Services can be found in Functional Area 5.10.

## 5.11 INSTALLATION TRANSPORTATION SERVICES

Specific tasks and other requirements for Installation Transportation Services can be found in Functional Area 5.11.

## **5.12 BASE SUPPLY SERVICE**

Specific tasks and other requirements for Base Supply Service can be found in Functional Area 5.12.

## 5.13 MATERIEL MAINTENANCE

Specific tasks and other requirements for Materiel Maintenance can be found in Functional Area 5.13.

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